



Public Complaint Statement

What is a complaint?

A complaint is statement of dissatisfaction in Sentry Neuro in regards to technical, patient care or ethical concerns.

Who is the complaint process for?

The complaint process is available for any staff member or customer of Sentry Neuro.

Who may file a complaint?

Anyone who believes that there has been a violation of ethic standards, patient rights, or technical inequities may file a complaint. This includes patients, customers or staff members of Sentry Neuro.

What information must be in the complaint?

The complaint should describe the problem and include all the information needed to support the allegation or complaint.

Is there a process for resolving complaints?

Yes, under most circumstances the complaint may be resolved with the Chief Operating Officer for Sentry Neuro.

Where do I send complaints?

You may send your complaint in writing to:

Sentry Neuromonitoring, LLC
9777 West Gulf Bank Road, Suite 5
Houston, Texas 77040
Attention: Chief Executive Officer

OR

Use the "Contact Us" section of our web site www.sentryneuro.com.

How long does it take to resolve the complaint?

The investigation and final report must be completed within 5 days of receiving the complaint unless an extension is granted due to exceptional circumstances. The final report may contain a timeline for resolving the problem.